

**IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼**  
**HUMAN RESOURCES ENTERPRISE**

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**HUMAN RESOURCES TECHNICAL ASSISTANT**

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**DEFINITION**

Performs administrative support work involving established human resources programs in an agency/department human resources office or the Department of Administrative Services – Human Resources Enterprise (DAS-HRE); performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Provides information to supervisors, employees and applicants on pay, benefits, collective bargaining agreements, job descriptions, minimum qualifications, selective certifications, employment application processes and position description questionnaires.

Prepares human resources documents to add, remove, or change employees/positions from the Human Resources Information System (HRIS) or benefits systems; distributes payroll warrants.

Processes lists of eligible applicants; process recall and outplacement applicants; and sends notice to applicants; processes pre-employment background investigation forms; maintains files on contract transfers; posts job announcements, verifies transfer eligibility.

Keeps employee files current by including human resources documents, position description questionnaires, performance evaluations and other material.

Completes all necessary documents when an employee separates; collects supplies/equipment from employee and calculates leave payoff; prepares separation notice for the State's unemployment administration service contractor.

Notifies supervisors when performance evaluations are due and reviews forms to ensure they are completed/signed.

Reviews and submits workers' compensation First Report of Injury forms; keeps Occupational Safety and Health Act (OSHA) injury log and prepares annual report.

Gathers information for U.S. Department of Labor, Civil Rights, DAS and/or Attorney General as requested.

**COMPETENCIES REQUIRED**

Knowledge of federal, state, DAS-HRE and agency/department programs, rules, regulations, policies and procedures as they relate to the composition and processing of employment, payroll, benefit and position control documents.

Knowledge of the inter-relationships between programs and operations of state agencies/departments and those of the departments of DAS-HRE and Management.

Ability to carry out arithmetic computations required for completing payroll and special pay actions.

Ability to apply federal, DAS-HRE and agency/department rules, policies and procedures to specialized human resources functions such as payroll, benefits, compensation, classification, collective bargaining, selection, recruitment and Affirmative Action/Equal Employment Opportunity (AA/EEO).

Ability to provide advice and guidance regarding human resources procedural matters to employees, supervisors, department officials and the general public.

Ability to compile and maintain records, reports and supporting documentation for processing and retrieval.

Ability to organize and present facts and opinions clearly and concisely, both orally and in writing.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Experience equal to two years of full-time administrative support work;

OR

an equivalent combination of education and experience substituting the equivalent of thirty semester hours of post high school course work for each year of the required experience;

OR

certification from the State of Iowa Administrative Assistant Certificate Program will substitute for six months of the required experience;

OR

employees with current continuous experience in the state executive branch that includes experience equal to one year of full-time administrative support work in a human resources related program area.

Effective Date: 01/11 CH